6. **Better Marketing:**

1. Circles have identified the bulk mailers of the traditional products and developed a suitable plan to target them to switch over to the corresponding premium products.

2. A monitoring system has been introduced at the Postal Headquaters and Circle Headquarters to watch the progress made by the Circles every month.

3. Promotional strategy product wise has been drawn.

4. Suitable incentive scheme for better marketing of Speed Post Service is being designed.

Telephone Adalats in Delhi

*85. SHRI BHAGABAN MAJHI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Telephone Adalats are being organised in Delhi;

(b) if so, the number of Adalats organised and cases settled in Delhi during 1993-94, 1994-95 and 1995-96;

(c) whether there is a need to organise similar Adalats in other States; and

(d) if so, the steps taken by Government in this regard?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VERMA): (a) Yes, Sir.

(b) Year	No. of Adalats	No. of cases settled
1993-94	4	3775
1994-95	4	4144
1995-96	3	3296
	11	11215

(c) and (d) Telephone Adalats are being held in Telecom Circles/Districts of all the States/Union Territories.

Simplfying Passport Procedures

*86. SHRI RAHASBIHARI BARIK: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether there has been growing demand to simplify procedures in order to expedite the issue of passports; and

(b) if so, the changes proposed to be incorporated in the existing rules?

THE MINISTER OF EXTERNAL AFFAIRS (SHRI I. K. GUJRAL): (a) and (b) The Government has introduced a number of measures to simplify procedures and expedite issue of passports in order to meet the growing demand for passports. These are inter alia:—

(i) Validity of a passport is either 20 years or 10 years, as requested, as against the present validity of 5 years.

(ii) Automatic re-issue of passport without police verification after expiry.

(iii) Decision to open new passport offices in Ghaziabad, Pune, Thane and Vishakapatnam and collection centres at Madurai, Gurgaon, Surat, Vijaywada and Shillong, for which plans are well advanced.

(iv) Expansion of the list of officers authorised to issue Verification Certificates to applicants include General Managers and above in Public Sector Undertakings of the Government of India and officers of the rank of Colonel and above in the Army and their equivalents in the Navy and Air Force.

(v) Monitoring Cell set up in Chief Passport Office Headquarters for speedy redressal of complaints.